

CLASSIFICATION: INFORMATION CENTER ATTENDANT II

Class Code: 5188-08

Date Established: 12-06-74

Occupational Code: 5-1-5

Date of Last Revision: 10-20-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To supervise the day to day operation of a welcome and information center while maintaining facilities, and assisting visitors and the traveling public by providing needed information regarding items such as maps, weather conditions and area activities.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Supervises various aspects of a welcome and information center including preliminary payroll preparation, work schedules, and leave approvals.
- Provides exceptional customer service and information on New Hampshire's businesses, attractions, activities, transportation, dining, lodging and natural resources to visitors and traveling public.
- Performs custodial duties and grounds upkeep at a welcome and information center to ensure a safe and clean facility and enforces safety regulations.
- Receives, displays and distributes bulletins and other printed material relating to daily ski conditions, fall foliage and special events scheduled throughout the state.
- Maintains a current file of reference material and literature relating to resorts and their respective activities and provides subject information to the public.
- Updates supply and brochure inventories and monitors deliveries.
- Determines and reports highway and weather conditions and provides current data to the Department of Transportation, US Weather Bureau, and traveling public.
- Summons or provides aid to assist travelers in both highway and personal emergencies.

DISTINGUISHING FACTORS:

Skill: Requires skill in applying instructions to accomplish different job functions OR in operating machines for a variety of different purposes.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require immediate verification and correction in order to complete succeeding work operations.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from state employees or members of the general public.

Complexity: Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school or G.E.D. equivalent. Each additional year of approved formal education may be substituted for each year of required work experience.

Experience: One year of experience in positions which involve frequent contact with the general public such as retail sales, education, administrative support, or a related field, with a minimum of three months of experience creating work schedules or assigning work.

License/Certification: None required.

SPECIAL REQUIREMENTS:

1. Must have attained 18th birthday on or before date of application.
2. Must be able to physically stand for long periods of time, negotiate stairs and lift and carry up to 50 lbs. in order to perform grounds maintenance and move supplies.
3. Must enjoy working with the public and meeting new people.
4. Must be a team player and possess great communication skills, as well as be able to maintain composure during stressful times.
5. Must become familiar with the agency initiatives and mission.

RECOMMENDED WORK TRAITS: Working knowledge of the social and cultural history of the state. Working knowledge of tourist attractions and methods, practices and procedures for dissemination of information to tourists. Skill in providing basic supervision. Ability to establish and maintain simple inventory and records. Ability to carry out instructions. Ability to establish and maintain harmonious relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority. Working knowledge of or ability to learn basic computer skills.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.